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September 1, 2005

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 Twelfth Street, S.W.
Washington, DC 20554

Re: WideOpenWest Cleveland, LLC
WideOpenWest Illinois, LLC
WideOpenWest Michigan, LLC
WideOpenWest Ohio, LLC

SUBSCRIBER ACKNOWLEDGEMENT REPORT SEPTEMBER 1,
2005
WC Docket No. 05-196

Dear Ms. Dortch:

In accordance with the August 26, 2005 Public Notice issued by the Enforcement Bureau in the referenced docket ("*Public Notice*"), the following sets forth WOW!'s Subscriber Acknowledgement Report (as of September 1, 2005) for each of the entities identified above.

- **Notice and Warning Sticker Requirements**

WOW! has provided to 100% of its customers notice regarding the limitations of its E911 service (most customers have in fact received multiple notices) and warning stickers to be placed on or near the equipment used to provide VoIP service. For new customers, WOW! places the warning sticker directly on the premises equipment at the time of installation.

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- **Quantification of Affirmative Acknowledgement from Subscribers**

As disclosed in our August 10, 2005 Report (the “First Report”), WOW! has provided to all of its customers no less than four (4) E911 Limitations Advisories or access opportunities to such Advisories (with existing customers receiving five (5) E911 Limitations Advisories or access opportunities). Additionally, from the inception of WOW’s offering of VoIP services, all customers have acknowledged in writing that they have read and understood the E911 Limitations of their WOW Phone service (with WOW reserving the right to assert existing compliance with the VoIP E911 Order without the necessity of any further action).

Since the filing of the First Report, WOW! has initiated a number of additional, distinct, undertakings for obtaining additional affirmative acknowledgements, which have resulted in a dramatic increase in the number of affirmative acknowledgements. As of the date of this Report, approximately 75% of WOW!’s existing phone customers have provided an additional affirmative acknowledgement through these initiatives. While these multiple efforts continue to bring about an increasingly higher rate of affirmative acknowledgement, the sheer number of customers coupled with the customer confusion that attended the required additional requests will require additional time to achieve 100%, as WOW! estimates that it will not receive the additional affirmative acknowledgment from approximately 10-15% of its customers by September 28, 2005.

- **Subscribers Who Do Not Affirmatively Acknowledge—Operator Actions**

Since WOW!’s First Report, WOW! has implemented new initiatives that have produced excellent results—as of August 10, 2005, WOW! secured additional consents from only 7% of its phone customers, compared to the 75% we have secured as of the date of this Report. WOW! intends to continue its current initiatives and, if deemed necessary and appropriate under the circumstances, initiate others for the customers that have failed to respond to our numerous notices and additional requests.

The “soft” disconnect described by the Commission will have the ironic effect of leaving customers with no phone service during a range of 5 to 14 days due to the normal process flow for reinstatement of full service following receipt of the customer’s affirmative acknowledgement. In addition, there is that residual group of customers described by many reporting VoIP providers that are not “reachable” despite multiple efforts and means to communicate by VoIP providers whose service

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will be terminated ostensibly without having received notification of termination. We think this result is unnecessary and potentially dangerous. As such, it is WOW!'s intention to continue its successful efforts as described above to secure affirmative acknowledgments from all customers unless precluded by law from doing so.

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If you have any questions with regard to this Report, please contact the undersigned at 269-567-4200. Thank you.

Very truly yours,

WOW! Internet, Phone and Cable

D. Craig Martin
General Counsel

cc: Byron McCoy, Telecommunications Consumers Division (by email)
Kathy Berthot, Deputy Chief, Spectrum Enforcement Division (by email)
Janice Myles, Competition Policy Division, Wireline Competition Bureau (by email)
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